

<b>Wisconsin Medicaid and BadgerCare 2007 HMO Report Card</b>									
	<b>Health Care</b>					<b>Consumer Satisfaction</b>			
	<b>Health Check EPSDT**</b>	<b>Shots</b>	<b>Lead Screens</b>	<b>Pap Tests</b>	<b>MH/DA Evaluation</b>	<b>Customer Service</b>	<b>Getting Needed Care</b>	<b>Health Plan</b>	<b>Health Care</b>
<i>Abri Health Plan</i>	★ ★	N/A	★ ★	★	★	★ ★	★	★	★ ★
<i>Children's Community Health Plan</i>	N/A	N/A	N/A	★	★ ★ ★	N/A	N/A	N/A	N/A
<i>CompCare</i>	★ ★ ★	★ ★ ★	★ ★	★ ★	★ ★	★ ★	★ ★ ★	★ ★	★ ★
<i>Dean Health Plan</i>	★ ★ ★	★	★ ★	★ ★	★ ★ ★	★ ★	★ ★	★ ★ ★	★ ★
<i>Group Health Cooperative-Eau Claire</i>	★ ★ ★	★ ★ ★	★ ★	★ ★	★	★ ★	★ ★	★ ★	★ ★
<i>Group Health Cooperative-South Central</i>	★	N/A	★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★
<i>Health Tradition Health Plan</i>	★ ★	★ ★	★ ★	★ ★	★ ★ ★	★ ★	★ ★	★ ★ ★	★ ★
<i>MercyCare HMO</i>	★ ★ ★	★ ★ ★	★ ★	★	★ ★ ★	★ ★	★ ★	★ ★	★ ★
<i>Managed Health Services</i>	★	★ ★	★ ★	★ ★	★	★ ★	★ ★	★ ★	★ ★
<i>Network Health Plan</i>	★ ★	★ ★	★ ★	★ ★	★ ★	★	★	★	★ ★
<i>Security Health Plan</i>	★ ★	★ ★ ★	★ ★ ★	★ ★ ★	★	★ ★ ★	★ ★	★ ★ ★	★ ★
<i>UnitedHealthcare</i>	★ ★	★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★
<i>Unity Health Plan</i>	★ ★	N/A	★	★ ★	★	★ ★	★ ★	★ ★ ★	★ ★
<b>Range of scores (low - high)</b>	67.3- 93.6%	66.1- 92.1%	48.6- 80.6%	18.8- 49.3%	5.4-10.4%	58.8- 80.9 %	80.0- 92.0 %	7.68- 8.75*	8.53- 8.92*

**Key:**

★ ★ ★ Above average

★ ★ Average

★ Below average

N/A Not applicable—not enough data to score the HMO on this measure.

\* These items scored on a 0-10 scale, with 0 being the worst and 10 being the best.

Customer Satisfaction ratings obtained on a survey done in 2006. The survey is done every other year. Health care ratings based on 2006 data about services provided. As a new health plan just beginning enrollment, Children's Community Health Plan was not included in the 2006 survey.

\*\*Early, periodic screening, diagnosis and treatment exams.

## ***2007 Wisconsin Medicaid and BadgerCare HMO Report Card***

The ***Wisconsin Medicaid and BadgerCare HMO Report Card*** can help you choose or change your HMO. It compares one HMO to another in five areas of health care and four areas of enrollee satisfaction.

They are:

### **Health Care**

- HealthChecks for children
- Shots (vaccinations) for children
- Blood lead screening for children
- Pap tests for women
- Mental health and drug abuse evaluations

### **Satisfaction With**

- HMO customer service
- Getting needed care
- The HMO
- HMO health care

The health care ratings are based on information about services HMOs provided to Medicaid and BadgerCare enrollees.

The satisfaction ratings are based on a survey of HMO enrollees on these topics:

***HMO customer service*** shows how well their HMO handled questions or problems.

***Getting needed care*** shows how they rated how easy it is to get an appointment.

***The HMO*** shows how enrollees rated their HMO overall.

***HMO health care*** shows how they felt about the quality of care they received.

Each HMO is rated on a scale of one to three stars.

- ★ One star means the HMO scored below the average score of the other HMOs.
- ★★ Two stars mean the score was average.
- ★★★ Three stars mean the HMO scored above average.

A below-average score does not mean that the HMO provides poor care or bad service. It means that the HMO scored below average compared to other HMOs. An HMO is above or below the average only when the difference is large enough to show a true difference in performance.

The high and low scores on each item are shown at the bottom of the table. This shows that the difference between the scores for above average, average and below average can be quite small, quite large in others.

For more information about HMOs, call the HMO Enrollment Specialist at **1-800-291-2002**.